



# TASMANIA'S HEALTH PLAN

## Improving Access to Community Services

### What is the Tasmanian Access Point Demonstration Site?

The Tasmanian Access Point Demonstration Site will demonstrate a single point of access for contact, information, screening, intake and referral to Home and Community Care (HACC) services. \*

### How will it help Tasmanians?

The Australian and Tasmanian Government's aim is to improve access to a simpler, streamlined and better coordinated community care system. An easily identifiable point of contact will allow for simplified access to information about care and support. A consistent eligibility and assessment process will reduce the need to repeat information. Simplified administrative arrangement and streamlined management of client information will reduce duplication of data collection and entry and improve the ability of service provider to coordinate care across services.

### Key activities completed/in progress:

The Department of Health and Human Services (DHHS) has already undertaken substantial work in preparation for the establishment of the Demonstration Site:

- Throughout 2007 the Tasmanian Access Point/s Mapping Project undertook an extensive review of current pathways and infrastructure within the Tasmanian community care system in preparation for the establishment of the Demonstration Site.
- In August 2007 the CAREpoint Tasmania Trial commenced in Southern Tasmania. This involved DHHS collaborating with a West Australian not-for-profit organisation (Silver Chain Nursing Services) to test a central, telephone based, point of access to DHHS provided community nursing, home care, personal care and home maintenance HACC services. Two major Tasmanian non-government nursing organisations also participated in the trial.
- Tasmania has been actively involved in all activities associated with the National Access Points Management Project working to achieve national consistency across all Demonstration Sites.

### What will happen next?

In early 2008 Tasmanian Access Point Demonstration Site will commence. It is proposed that all HACC providers (non government and government) of community care in Southern Tasmania will participate. This means:

- Referrals and enquiries will be directed to a central point (phone, fax, email)
- Consistent processes will be established for eligibility, client information collection, screening current needs identification, consent and fees information
- Comprehensive client information plus the original referral will be sent to the appropriate service provider, as well as feedback to the referral source

Service providers will continue face to face clinical and other assessments, care delivery and any coordination of the service/s they provide.

### For further information contact:

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\* The HACC Program is a cost-shared program between the Commonwealth and State/Territory governments.